

# COMPLAINT INVESTIGATION PACKET

07/21/2016

RECEIVED

AUG 17 2016

FROM INVESTIGATOR OR SURVEYOR: **Marieta Smith**  
NAME OF FACILITY: **BHC Fairfax North** DEPARTMENT OF HEALTH  
LOCATION: **Everett, WA** Office of Investigation and Inspection  
SURVEY TYPE: **COMPLAINT**  
INTAKE #: **WA00066862**  
CASE #: **2016-6486**  
SHELL #: **BQEP11**  
STATE LICENSE #: **60492181**  
MEDICARE #: **Click here to enter text.**  
Choose an item. **START DATE: 07/19/2016**  
**END DATE: 07/19/2016**  
TEAM MEMBERS: **Marieta Smith**  
NOTES OR COMMENTS: **Click here to enter text.**  
SOD SENT DATE: **08/03/2016**  
POC RECEIVED DATE: **08/11/2016**  
POC APPROVED DATE: **08/12/2016**  
PROGRESS REPORT RECEIVED: **Click here to enter a date.**

ARCHIVE NOTES:

ARCHIVE DATE:

1 | File saved as: WORKING DOCUMENT COVER SHEET  
Revised – 05/27/2011

**Facility:** BHC Fairfax Hospital North  
**Location:** Everett, WA  
**License Number:** 60492181  
**Medicare Number:**  
**Case Number:** 2016-6486  
**Complaint #:** WA00086862  
**Shell #:** BQEP11

**Date(s) of Investigation:** 7/19/2016  
**Investigator:** Marieta Smith, RN, MN

**Allegations:**

1. While in the "7<sup>th</sup> floor lobby" waiting to be voluntarily admitted to BHC Fairfax North (BHCFN), a female patient attempted suicide by "lunging for a window". The patient's husband prevented her from falling through the window by catching her by the back of her belt. During the suicide attempt, the woman broke the window and sustained severe lacerations.
2. BHS Fairfax has not replaced the window and has covered it with plywood.
3. When a patient is admitted to BHC Fairfax, BHCFN contacts Providence Regional Medical Center, Everett to provide security.

**Process:**

The investigator conducted an on-site investigation at the hospital on 7/19/2016. The investigation included the following:

1. Observation
  - a. Tour of the unit
    - 1) Observation of hospital lobby area
    - 2) Observation of repaired window in lobby area
    - 3) Observation of repairs in progress on the unit,
  - b. Observation of a security staff member assisting during a patient/staff interaction
2. Staff Interviews
  - a. Unit charge nurse
  - b. Unit staff nurse
  - c. Nurse Manager
  - d. Performance Improvement/Risk Manager
  - e. Providence Regional Medical Center security lead worker
3. Review of facility policies and procedures
4. Review of quality improvement documents
5. Review of hospital's staffing matrix
6. Review of staffing levels for two weeks prior to the investigation
7. Review of patient injuries for the past 12 months
8. Review of invoice for security window installation
9. Review of security agreement with Providence Everett Medical Center

**Summary of Findings:**

1. The hospital responded appropriately to the patient identified in the complaint.
2. The hospital replaced the broken window.
3. The hospital's admission policies do not include the process for assessment of "Walk-In" patients by BHCFN staff members.
4. Hospital staff members are not following the hospital's "Walk-In" algorithm.
5. The hospital does not track patients who present to the lobby for admission.
6. Patients are sent to the Providence Everett Medical Center Colby Campus emergency department for medical evaluation if they present to the lobby for admission. They are not assessed for suicide risk and other safety concerns.

**Conclusion:**

1. Allegation #1 was substantiated. There were no violations of the private psychiatric hospital regulations.
2. Allegation #2 was not substantiated due to lack of evidence.
3. Allegation #3 was not substantiated. The allegation did not occur.
4. Other deficient practice was found related to assessment of patients prior to admission to the hospital.

**Action:**

A Statement of Deficiencies was written for deficiencies found per the Private Psychiatric and Alcoholism Hospitals regulations under Chapter 246-322 WAC. The hospital did not have a process for assessing patients who presented to the hospital for suicide risk and other safety concerns prior to directing them to a local hospital emergency department. A Plan of Correction was requested.